

# PUBLIC WORKS AND TRANSPORTATION

## Fleet Management

**PROGRAM:**

Heavy Equipment and Automotive Services

**PROGRAM ELEMENT:**

Police Vehicle Maintenance

**PROGRAM MISSION:**

To provide industry-leading, timely, cost-effective vehicle maintenance services to the Police Department to ensure safe, reliable, available vehicles for Department employees

**COMMUNITY OUTCOMES SUPPORTED:**

- Support Police Department employees with the safest, most reliable vehicles and equipment in protecting the lives and property of County citizens, businesses, and visitors and in effectively delivering related police services
- Ensure high value for tax dollars

**PROGRAM MEASURES**

	FY02 ACTUAL	FY03 ACTUAL	FY04 ACTUAL	FY05 BUDGET	FY06 CE REC
<b>Outcomes/Results:</b>					
Percentage of the time vehicles are available for use	98.3	97.4	97.0	97.5	97.5
<b>Service Quality:</b>					
Percentage of customers satisfied with maintenance services <sup>a</sup>	98.7	98.1	98.4	98.5	98.5
<b>Efficiency:</b>					
Average annual cost per police vehicle maintained (\$)	2,164	1,958	2,097	2,381	2,249
Average cost per work order processed (\$)	332	292	303	342	333
<b>Workload/Outputs:</b>					
Number of police vehicles <sup>b</sup>	1,280	1,284	1,225	1,214	1,252
Number of police vehicles maintained <sup>b</sup>	1,137	1,275	1,225	1,214	1,252
Number of work orders	7,409	8,562	8,465	8,460	8,460
<b>Inputs:</b>					
Expenditures (\$000)	2,461	2,497	2,569	2,890	2,816
Workyears <sup>c</sup>	3.0	3.0	3.0	3.0	3.0

**Notes:**

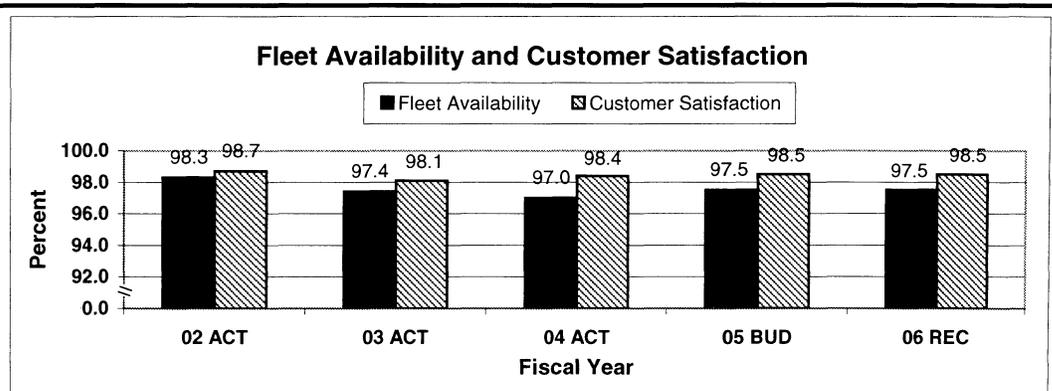
<sup>a</sup>Based on customers who did not rate overall service quality as "unsatisfactory." A customer service evaluation sheet is given to each operator when he/she picks up the vehicle. This form solicits information on satisfaction with personnel, timeliness, and quality of service, as well as whether the operator's expectations had been met. During 2004, 336 evaluation sheets were returned (representing about 2.5% of those distributed).

<sup>b</sup>The number of police vehicles and the number of police vehicles *maintained* differ due to auctions, deadlined vehicles awaiting disposal or removed from service but being used for training, etc.

<sup>c</sup>Maintenance is performed entirely by contract, with County administrative support of three workyears.

**EXPLANATION:**

Both fleet availability and customer satisfaction remain high. Customer service and cost efficiency remain primary contract goals, with performance expected to be at or above comparable fleet benchmarks.



**PROGRAM PARTNERS IN SUPPORT OF OUTCOMES:** Light fleet maintenance contractor.

**MAJOR RELATED PLANS AND GUIDELINES:** Automotive Service Excellence, Certified Automotive Fleet Managers, Best Fleet Management Practices, manufacturers' specifications.